

**City of New York
DEPARTMENT OF CORRECTION
Job Posting Notice**

Civil Service Title: Computer Operations Manager	Level: M-I
Title Code No: 10074	Salary: \$49,492/\$53,373-\$136,198 Frequency: ANNUAL
Business Title: Desktop Support Manager Supervisor	Work Location: Rikers Island, East Elmhurst, New York 11370
Division/Work Unit: Information Technology	Number of Positions: 1
Job ID: 114816	Hours/Shift: Day Tour

Job Description

The New York City Department of Correction is seeking a candidate to serve as Desktop Support Manager Supervisor. He or she will assist with the management and support of our 24X7 operations in the NY metropolitan area, supervising a staff of six desktop support technicians and assuming responsibility for servicing and maintaining all PC's, Thin Clients, Laptops, Printers, Fax and all supporting peripheral devices in the environment. Some responsibilities are: Managing the daily operations associated with the Desktop Support environment; development and improvement of the Desktop support environment; the maintaining of standard desktop images and configurations throughout the organization; processing and resolution of reported desktop related problems, repairs or replacements of equipment; equipment recommendations, evaluations and purchasing; maintaining appropriate records and inventory of equipment and purchases; managing new equipment installations and existing equipment relocations; maintaining and coordinating equipment maintenance contracts and repair; coordinating and scheduling coverage to meet the needs of the agency; testing and coordinating deployment of new software to the agency desktop image.

Minimum Qualification Requirements

1. Six (6) years of progressively responsible full-time paid experience supervising or administering computer operations involving a large-scale third generation computer at least 18 months of which shall have been in a managerial capacity.
2. Education at an accredited college or university may be substituted for the general experience described above (but not for the 18 months of managerial experience described above) at the rate of one year of college for 6 months of experience up to a maximum of 4 years college for 2 years or experience. In addition a Master of Business Administration, Master of Public Administration or any other Master's Degree in Management of Administration may be substituted for an additional year of general work experience. However, all candidates must possess the 18 months of administrative or managerial experience or managerial experience described above.

Preferred Skills

Three to five years of experience in a supervisory or management role involved with Windows Desktop support. Strong written and verbal communication skills. Knowledge and experience with Microsoft Windows operating systems. IBM, Dell, HP and Lexmark PC and Printer hardware. Microsoft Certification a plus.

Residency Requirement

New York City Residency is not required for this position

To Apply

For City employees: Go to Employee Self-Service (ESS) - www.nyc.gov/ess. Click on Recruiting Activities > Careers and search for Job ID#114816.

For all other applicants: Go to www.nyc.gov/careers/search and search for Job ID#114816.

Attention: Floretha Bryant

Submission of a resume is not a guarantee that you will receive an interview.
Only those candidates under consideration will be contacted.

Posting Date: 12/21/2012	Post Until: Filled
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The City of New York is an Equal Opportunity Employer